



DESMOND T. DOSS HEALTH CLINIC

# WELCOME



WWW.FACEBOOK.COM/  
DESMOND.T.DOSS.HEALTHCLINIC

## To Receive Care in Hawaii

**Active Duty:** Soldiers in-processing via 25th ID REPL will be enrolled to their new unit Primary Care Manager (PCM). All other Soldiers must call TRICARE, (844) 866-9378, with their new UIC for PCM assignment.

**Family Members:** Call TRICARE, (844) 866-9378 to request transfer/enrollment to a Hawaii Medical Facility.

**All Soldiers and Dependents** must update DEERS with their current Hawaii address and phone number via [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect)

## Acute Care Clinic

Located in Bldg H (684), 1st Floor  
M, T, Th, F, Sat, Sun 7 am - 6:30 pm  
Closed for Training Wed 7 am - 8:30 am  
Closed: New Year's Day, Thanksgiving, and Christmas  
*\*For medical emergencies, call 911 or visit the nearest ER.*

## Child Care

The Armed Services YMCA offers child care during your appointment. Located on the 1st floor of Building B(680) (Pediatrics). Please call (808) 433-8410 for rates and availability.

## Cancellations

All appointments may be cancelled up to the appointment time. For 24/7 cancellations call (888) 683-2778 Opt 2, or log into Tricare Online. No-Shows are reported to the sponsor's command team on a weekly basis.

*\*Behavioral Health appointment cancellations must be made through the clinic and not the appointment line.*

## DDHC APP

Scan this code to download  
for free! 



## Access to Care Online

**Secure Messaging:**

<https://app.tolsecuremessaging.com/>

Secure message your provider, virtual appointments, request medication refills, appointments, and lab results. Smart phone friendly.

**TRICARE Online:** [www.tricareonline.com](http://www.tricareonline.com)

Schedule and cancel appointments, order refills, view lab results, and much more.

**Health Net Federal Services:** [www.tricare-west.com](http://www.tricare-west.com)

Track referrals, search providers, obtain forms, change providers, stay up-to-date on news that effects you.

## Step Parents

If you or your spouse is a step parent, a medical power of attorney should be granted from the legal guardian to the step parent. This allows the step parent to handle the medical care for the child in the absence of the legal guardian. For more information please contact the Schofield Barracks Legal Assistance Office at (808) 655-8607.

**Feedback:** Let us know how we are doing. The Joint Outpatient Experience Survey (JOES) or ICE ([www.ice.disa.mil](http://www.ice.disa.mil)) is important feedback shared with staff to improve your patient experience.

Joint  
Outpatient  
Experience  
Survey



## Changing Your Provider

**Active Duty Soldier:** Must complete paperwork within their respective Soldier Centered Medical Home. This request is reviewed and processed through the Brigade Surgeon.

**Family Members:** Call TRICARE West (844) 866-9378 and request a new provider.

## Army Wellness Center

Let us help you meet your health goals. Body composition, biometric feedback, resting metabolic rate, nutrition, stress relief and many more services are located at the Army Wellness Center. Call (808) 655-1866 for an appointment today.



## TRICARE Benefit Advisor

Have questions about your Tricare benefits? Need assistance with claims? Call our Beneficiary Counseling and Assistance Coordinator at (808) 433-8485.

## Immunizations

### PCMH

Building E(676) 1st floor  
(808) 433-8129

### Troop

Building YY(679) 1st floor  
(808) 433- 8800

## TRICARE Prime vs. Select

**TRICARE Prime:** A managed care option offering the most affordable and comprehensive coverage. Enrollment, referrals and authorizations are required and monitored by Primary Care Manager.

**TRICARE Select:** A preferred provider organization option giving beneficiaries greater freedom to manage their own healthcare. Deductibles, cost share, and copay apply.



## Appointment Time

Please show up at your scheduled time and we will get you seen. Ensure you are allowing adequate time for parking and locating your appointment. More than 10 minutes late may result in having to reschedule.

## EFMP Office

**Schofield Barracks:** Building E(676)  
Room 110B (Satellite Office)

**Tripler Army Medical Center:** 3rd  
Floor Oceanside (Main Office)

Questions or appointments call:  
(808) 433-4441

## Phone Numbers of Interest

- Nurse Advice Line: 800-TRICARE (874-2273) Opt 1.
- Central Appointment Line: 1-888-683-2778
- Primary Care (Family) Patient Assistance: (808) 433-8155
- Health Net Federal Services: (844) 866-9378
- Tripler Information Line: (808) 433-6661
- Customer Relations Office - Schofield: (808) 433-8504
- Customer Relations Office - Tripler: (808) 433-6336